

1. The project manager has identified the goals, barriers, and communication methods for a project. What is the final piece they must determine before creating the communication plan?

0 / 1 point

- ☐ Key stakeholders
- ☒ Stakeholder analysis
- ☐ Team feedback
- ☐ Team members

☒ Incorrect

Review [the reading on best practices for communication plans](#)[↗].

2. Which of the following is true of effective communication in project management? Select all that apply.

1 / 1 point

☒ It is clear, relevant, and frequent.

☒ Correct

☐ It does not require follow-ups.

☒ It continues throughout the entire project.

☒ Correct

☒ It helps projects run on time and meet expectations.

☒ Correct

3. What details does a communication plan include? Select all that apply.

1 / 1 point

☐ How communications should sound

☒ What to communicate

☒ Correct

☒ Who should communicate

☒ Correct

☒ When communication happens

✓ Correct

4. As a project manager, you decide to hold video conferences with your core project team and stakeholders as part of your communication plan. What additional details should the communication plan include? Select all that apply.

0.25 / 1 point

☒ Location

✗ This should not be selected
Review [the video on creating a basic communication plan](#).

☐ Resource locations

☒ Duration

✗ This should not be selected
Review [the video on creating a basic communication plan](#).

☒ Key dates

✓ Correct

5. Fill in the blank: Scheduling routine _____ will help you understand what is and is not working in your communication plan.

1 / 1 point

☐ department reviews

☒ check-ins

☐ milestones

☐ presentations

✓ Correct

6. As a project manager, you schedule a daily check-in meeting for core team members. Not all members can attend the meeting because of time zone conflicts. What action can you take to ensure communication is still flowing between all team members?

1 / 1 point

☐ Work hard to choose a meeting time that will work best for all team members.

☐ Adjust the meeting times to weekly check-in meetings so that all team members can attend.

☒ Create daily email updates for the whole team with a summary of tasks worked on for the day.

☐ Enforce the expectation that all team members are required to attend the meeting.

☒ Correct

7. Which of the following communication methods is most appropriate for high-level stakeholders who *don't* need detailed project updates? 1 / 1 point

- ☐ Virtual check-in meetings to share task progress
- ☐ Frequent status update meetings to report project issues
- ☒ Newsletters that summarize key milestones and project progress
- ☐ Weekly emails with team action items

☒ Correct

8. What questions can project managers ask to optimize and streamline communications? Select all that apply. 1 / 1 point

☒ What is working in how we communicate with you about the project?

☒ Correct

☒ What is not working or is not effective in our communication?

☒ Correct

☒ How can we improve communications with you?

☒ Correct

☐ How are you implementing the content we communicate?

9. Fill in the blank: Documenting and organizing plans provides visibility for project team members and _____ for task owners. 1 / 1 point

- ☐ feedback
- ☒ accountability
- ☐ supervision
- ☐ authority

☒ Correct

10. What document acts as a quick reference guide to help team members find files they frequently access in one place?

1 / 1 point

- ☐ A risk management plan
- ☒ A centralized planning document
- ☐ A project proposal
- ☐ A project charter

☒ Correct